

TENNESSEE REGULATORY AUTHORITY

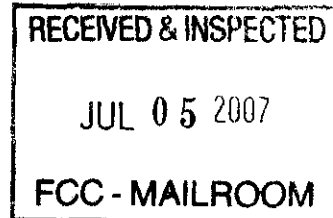


Sara Kyle, Chairman
Eddie Roberson, Director
Pat Miller, Director
Ron Jones, Director

460 James Robertson Parkway
Nashville, Tennessee 37243-0505

June 29, 2007

Marlene H. Dortch
Office of the Secretary
Federal Communications Commission
445 12th Street, SW, Room TW-B204
Washington, D.C. 20554



RE: CG DOCKET NO. 03-123

Dear Ms Dortch,

Enclosed you will find an original and four copies of each filing of the Tennessee Relay and CapTel services Complaint Logs and Summaries. You will also find an electronic disk of the reports for your convenience.

Should you have any questions, concerns or problems please feel free to contact me at 615-741-3939 extension 206.

Sincerely,

A handwritten signature in black ink, appearing to read 'Miki M Klein'.

Miki M Klein
TDAP, Relay and CapTel Coordinator
Tennessee Regulatory Authority

Enclosures

Complaint Tracking for TN/CapTel (06/01/2006-05/31/2007). Total Customer Contacts: 4

Complaint	Nature of Complaint	Date of Resolution	Explanation of Resolution
02/27/07	Disconnect/Reconnect during calls	03/27/07	Sent customer information explaining the difference between a CapTel phone and a traditional phone. Explained to customer why disconnection/reconnection might occur and sent email with tips to reduce occurrence.
03/13/07	Disconnect/Reconnect during calls	03/13/07	Sent customer information explaining the difference between a CapTel phone and a traditional phone. Explained to customer why disconnection/reconnection might occur and sent email with tips to reduce occurrence.
03/05/07	Service - General	03/05/07	Technical problem identified. Resolution provided by network vendor.
06/22/06	Disconnect/Reconnect during calls	06/23/06	Explained to customer the difference between a CapTel phone and a traditional phone and why disconnection/reconnection might occur. Offered tips to reduce occurrence.



Tennessee Complaint Log Summary June 1, 2006 to May 31, 2007

Tennessee Relay Service Number of Complaints

June '06	July '06	Aug '06	Sept '06	Oct '06	Nov '06	Dec '06	Jan '07	Feb '07	Mar '07	Apr '07	May '07
5	3	2	1	1	1	2	1	1	4	2	0

The total number of Tennessee Relay Service complaints for this reporting period was 23. Complaints are followed up and resolved in a timely manner.

Tennessee Relay Service

Log #	Opened	Description of Issue	Description of Resolution	Closed
348031	6/1/06	TNRS ring, no answer	Temporarily high call volume	6/1/06
348106	6/2/06	TNRS ring, no answer	Temporarily high call volume	6/2/06
349552	6/16/06	Unable to reach TNRS	CAs available; referred to TDAP for possible equipment issue	6/16/06
350171	6/22/06	Unable to reach TNRS	CAs available; referred to TDAP for possible equipment issue	6/22/06
350479	6/26/06	CA did not follow specific call-handling instructions	Supervisor coached CA	6/29/06
352541	7/15/06	General complaint that CAs can not understand caller	Unable to identify specific CA(s); Filled out trouble report	7/15/06
352598	7/16/06	CA did not handle a call to an answering machine effectively	Supervisor reviewed reference manual with CA	7/21/06
352645	7/17/06	TNRS ring, no answer	Temporarily high call volume	7/17/06
355916	8/11/06	TNRS ring, no answer	Temporarily high call volume	8/11/06
357185	8/23/06	Relieving CA did not notify caller of change of operator	Supervisor coached CA on relief procedures	8/24/06
358118	9/1/06	CA was not familiar with 711 -> STS transfer process	CSP provided STS access nbr; CA coached on transfer	9/1/06
361638	10/5/06	Unable to reach TN Relay when dialing 711	CSP left follow-up msg with caller; call not returned	10/26/06
364642	11/5/06	CA did not follow answering machine procedure	Supervisor coached CA on answering machine procedure	11/7/06
367781	12/7/06	Caller stated their friend could not reach 711	CSP requested person to call into CS to troubleshoot	12/7/06
368329	12/12/06	CA did not type accurately	Supervisor coached CA on importance of accurate spelling	12/14/06
371203	1/12/07	RO did not follow instructions.	CA coached on importance of following instructions	1/23/07

374234	2/11/07	CA did not provide ID	VCO call was not set up efficiently; CA coached	2/14/07
376487	3/6/07	CA did not remain on the line for subsequent calls	Supervisor coached CA	3/9/07
376696	3/8/07	CA did not follow specific call handling instructions	Supervisor coached CA	3/13/07
376878	3/10/07	Unable to connect to TNRS via 711 from home phone	CSP referred caller to his LEC for assistance	3/10/07
377380	3/16/07	CA did not follow specific call handling instructions	Supervisor coached CA	3/20/07
381065	4/19/07	CA disconnected caller	CA coached on proper disconnect procedures	4/21/07
381876	4/26/07	CA was not familiar with VCO => answering machine call handling	CA coached on VCO => answering machine call handling	4/27/07

RECEIVED & INSPECTED
JUL 05 2007
FCC - MAILROOM

FCC - MAILROOM

**Tennessee Regulatory Authority
FCC Summary Log
For
Tennessee Relay Service
June 1, 2006 to May 31, 2007**

The Tennessee Regulatory Authority received zero (0) consumer complaints during the period of June 1, 2006 to May 31, 2007.

[illegible]

Complaint Tracking for TN/CapTel (06/01/2006-05/31/2007). Total Customer Contacts: 4

Complaint	Nature of Complaint	Date of Resolution	Explanation of Resolution
7/07	Disconnect/Reconnect during calls	03/27/07	Sent customer information explaining the difference between a CapTel phone and a traditional phone. Explained to customer why disconnection/reconnection might occur and sent email with tips to reduce occurrence.
3/07	Disconnect/Reconnect during calls	03/13/07	Sent customer information explaining the difference between a CapTel phone and a traditional phone. Explained to customer why disconnection/reconnection might occur and sent email with tips to reduce occurrence.
5/07	Service - General	03/05/07	Technical problem identified. Resolution provided by network vendor.
2/06	Disconnect/Reconnect during calls	08/23/06	Explained to customer the difference between a CapTel phone and a traditional phone and why disconnection/reconnection might occur. Offered tips to reduce occurrence.



**Tennessee Complaint Log Summary
June 1, 2006 to May 31, 2007**

**Tennessee Relay Service
Number of Complaints**

June '06	July '06	Aug '06	Sept '06	Oct '06	Nov '06	Dec '06	Jan '07	Feb '07	Mar '07	Apr '07	May '07
5	3	2	1	1	1	2	1	1	4	2	0

The total number of Tennessee Relay Service complaints for this reporting period was 23. Complaints are followed up and resolved in a timely manner.

Tennessee Relay Service

Log #	Opened	Description of Issue	Description of Resolution	Closed
48031	6/1/06	TNRS ring, no answer	Temporarily high call volume	6/1/06
48106	6/2/06	TNRS ring, no answer	Temporarily high call volume	6/2/06
49552	6/16/06	Unable to reach TNRS	CAs available; referred to TDAP for possible equipment issue	6/16/06
50171	6/22/06	Unable to reach TNRS	CAs available; referred to TDAP for possible equipment issue	6/22/06
50479	6/26/06	CA did not follow specific call-handling instructions	Supervisor coached CA	6/29/06
52541	7/15/06	General complaint that CAs can not understand caller	Unable to identify specific CA(s); Filled out trouble report	7/15/06
52598	7/16/06	CA did not handle a call to an answering machine effectively	Supervisor reviewed reference manual with CA	7/21/06
52645	7/17/06	TNRS ring, no answer	Temporarily high call volume	7/17/06
55916	8/11/06	TNRS ring, no answer	Temporarily high call volume	8/11/06
57185	8/23/06	Relieving CA did not notify caller of change of operator	Supervisor coached CA on relief procedures	8/24/06
58118	9/1/06	CA was not familiar with 711 -> STS transfer process	CSP provided STS access nbr; CA coached on transfer	9/1/06
61638	10/5/06	Unable to reach TN Relay when dialing 711	CSP left follow-up msg with caller; call not returned	10/26/06
64642	11/5/06	CA did not follow answering machine procedure	Supervisor coached CA on answering machine procedure	11/7/06
67781	12/7/06	Caller stated their friend could not reach 711	CSP requested person to call into CS to troubleshoot	12/7/06
68329	12/12/06	CA did not type accurately	Supervisor coached CA on importance of accurate spelling	12/14/06
71203	1/12/07	RO did not follow instructions.	CA coached on importance of following instructions	1/23/07

374234	2/11/07	CA did not provide ID	VCO call was not set up efficiently; CA coached	2/11/07
376487	3/6/07	CA did not remain on the line for subsequent calls	Supervisor coached CA	3/6/07
376696	3/8/07	CA did not follow specific call handling instructions	Supervisor coached CA	3/8/07
376878	3/10/07	Unable to connect to TNRS via 711 from home phone	CSP referred caller to his LEC for assistance	3/10/07
377380	3/16/07	CA did not follow specific call handling instructions	Supervisor coached CA	3/16/07
381065	4/19/07	CA disconnected caller	CA coached on proper disconnect procedures	4/19/07
381876	4/26/07	CA was not familiar with VCO => answering machine call handling	CA coached on VCO => answering machine call handling	4/26/07

May 07

Federal Communications Commission (FCC)
445 Twelfth Street SW
Washington, DC 20554

RE: CG Docket No. 03-123; TRS Fund—Drastic VRS Rate Cuts

Dear Chairman Martin,
Commissioners Adelstein, Copps, McDowell, and Tate:

I am a ~~deaf~~ person and I use Video Relay Service (VRS) to communicate. I was appalled to learn that the FCC staff is proposing a drastic cut to the VRS rate, and effectively cutting VRS availability for the deaf. Instead of seeking to limit the number of deaf people with VRS access, the FCC should do everything in its power to make VRS available to more deaf people.

I, along with other Deaf individuals, use these services in both my work and personal life. It is an important way in which I/we communicate with both hearing and deaf individuals. I urge you to do everything you can to make VRS service available to the many deaf people who currently do not have access to this vital, life-changing service.

The VRS rate should encourage the VRS providers to:

- Serve more deaf people, not discourage them from reaching out to more deaf people
- Provide interpreter training programs so that there will be an adequate number of qualified interpreters for VRS
- Improve service and technology so the mandate of the Americans with Disabilities Act (ADA) for functionally equivalent telecommunications services is met

I, along with other deaf individuals, their families and coworkers, depend on VRS and other relay services.

Please stop any VRS program cuts and fulfill the mandate of the ADA to provide deaf people with functionally equivalent telecommunications services.

Sincerely,

Signature

Howard Colvin Jr.

Printed Name

Howard Colvin Jr.

Address

361 W. Easton

City

Rialto, CA

State

CA 92376

Zip

Email

May 07

Federal Communications Commission (FCC)
445 Twelfth Street SW
Washington, DC 20554

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Sincerely,

Signature

Cy Kaicenar

Printed Name

CY KAICENAR

Address

360 W EASTON ST

City

RIALTO

State

CA

Zip

92376

Email

May 07

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445 Twelfth Street SW
Washington, DC 20554

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Sincerely,

Signature



Printed Name

Chris Dievendorf

Address

7117 Archibald Ave #62

City

Altoona

State

Pa

Zip

15701

Email

shoeboy24@msn.com

May 07

Federal Communications Commission (FCC)
445 Twelfth Street SW
Washington, DC 20554

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Sincerely,

Signature

Carinne Kaicenar

Printed Name

CARINNE KAICENAR

Address

360 W. EASTON ST.

City

RIALTO

State

CA

Zip

92376

Email

May 07

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445 Twelfth Street SW
Washington, DC 20554

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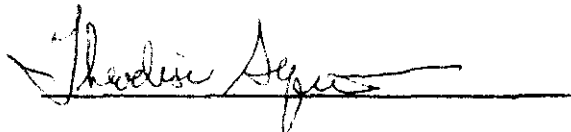
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Please stop any VRS program cuts and fulfill the mandate of the ADA to provide deaf people with functionally equivalent telecommunications services.

Sincerely,

Signature



Printed Name

Theodisa Aguino

Address

2609 Stagecoach Trail

City

Chico Hills

State

Ca

Zip

91709

Email

aguino111@yahoo.com

May 07

Federal Communications Commission (FCC)
445 Twelfth Street SW
Washington, DC 20554

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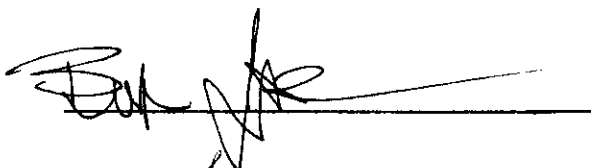
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Sincerely,

Signature



Printed Name

Bryce Johnson

Address

City

State

Zip

Email

Bryce Johnson2222@msn.com

May 07

Federal Communications Commission (FCC)
445 Twelfth Street SW
Washington, DC 20554

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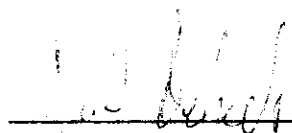
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Sincerely,

Signature



Printed Name

David Dobyack

Address

City

State

Zip

Email

CraigClayguy@yahoo.com

May 07

Federal Communications Commission (FCC)
445 Twelfth Street SW
Washington, DC 20554

RE: CG Docket No. 03-123; TRS Fund—Drastic VRS Rate Cuts

Dear Chairman Martin,
Commissioners Adelstein, Copps, McDowell, and Tate:

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Please stop any VRS program cuts and fulfill the mandate of the ADA to provide deaf people with functionally equivalent telecommunications services.

Sincerely,

Signature

Retha V. Colvin

Printed Name

Address

City

State

Zip

Email

Retha V. Colvin
361 Easton
Brighton, MA
MA 02376
—

May 07

Federal Communications Commission (FCC)
445 Twelfth Street SW
Washington, DC 20554

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Dear Chairman Martin,
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I, along with other deaf individuals, their families and coworkers, depend on VRS and other relay services.

Please stop any VRS program cuts and fulfill the mandate of the ADA to provide deaf people with functionally equivalent telecommunications services.

Sincerely,

Signature

Margaret Pauls

Printed Name

MARGARET PAULS

Address

531 Park Way Apt 8

City

CHULA VISTA

State

CA

Zip

91910

Email

May 07

Federal Communications Commission (FCC)
445 Twelfth Street SW
Washington, DC 20554

RE: CG Docket No. 03-123; TRS Fund—Drastic VRS Rate Cuts

Dear Chairman Martin,
Commissioners Adelstein, Copps, McDowell, and Tate:

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Please stop any VRS program cuts and fulfill the mandate of the ADA to provide deaf people with functionally equivalent telecommunications services.

Sincerely,

Signature

William McFarland

Printed Name

WILLIAM MC FARLAND

Address

931 W. EASTON ST

City

Rialto

State

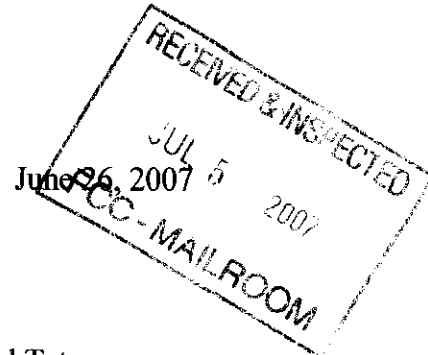
CA

Zip

92376

Email

RE: CG Docket No. 03-123
Federal Communications Commission (FCC)
445 Twelfth Street SW
Washington, DC 20554



Dear Chairman Martin, Commissioners Adelstein, Copps, McDowell, and Tate:

I am a deaf person and I use Video Relay Service (VRS) to communicate. I was appalled to learn that the FCC staff is intent on drastically cutting the VRS rate, and effectively cutting VRS availability for the deaf. Instead of seeking to limit the number of deaf people with VRS access, the FCC should do everything in its power to make VRS available to more deaf people.

I, along with other Deaf individuals, use these services in both my work and personal life. It is an important way in which I/we communicate with both hearing and deaf individuals. I urge you to do everything you can to make VRS service available to the many deaf people who currently do not have access to this vital, life-changing service.

The VRS rate should encourage the VRS providers to:

- Serve more deaf people, not discourage them from reaching out to more deaf people
- Provide interpreter training programs so that there will be an adequate number of qualified interpreters for VRS and the local Deaf communities
- Provide service and technology improvements, such as the development of new videophone equipment, fulfilling the Americans with Disabilities Act (ADA) mandate of functionally equivalent telecommunications services

I, along with other deaf individuals, their families and coworkers, depend on VRS and other relay services.

Please stop any VRS program cuts and fulfill the mandate of the Americans with Disabilities Act (ADA) to provide deaf people with functionally equivalent telecommunications services.

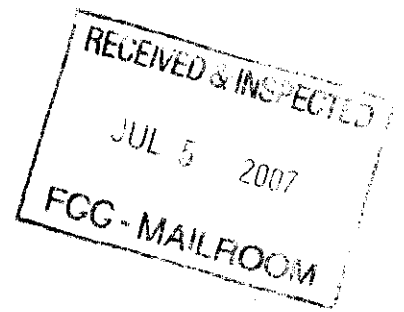
Sincerely,

A handwritten signature in black ink, appearing to read 'Kevin T. Smith'.

Kevin T. Smith

RE: CG Docket No. 03-123

Federal Communications Commission
445 Twelfth Street SW
Washington, DC 20554



Dear Chairman Martin, Commissioners Adelstein, Copps, McDowell, and Tate:

I am a hearing person and use Video Relay Service (VRS) to communicate with other deaf and hard-of-hearing individuals. I was appalled to learn that the FCC staff is intent on drastically cutting the VRS rate, and effectively cutting VRS availability for the deaf. Instead of seeking to limit the number of deaf people with VRS access, the FCC should do everything in it's power to make VRS available to more deaf people.

I, along with other hearing and Deaf individuals, use these services in both my work and personal life. It is an important way in which I/we communicate. I urge you to do everything you can to make VRS service available to the many deaf people who currently do have access to this vital, life-changing service.

The VRS rate should encourage the VRS providers to:

- Serve more deaf people, not discourage them from reaching out to more deaf people
- Provide interpreter training programs so that there will be an adequate number of qualified interpreters for VRS and the local Deaf communities - Improve service and technology so the mandate of the Americans with Disabilities Act (ADA) for functionally equivalent telecommunications services is met

I, along with other deaf individuals, their families and coworkers, depend on VRS and other relay services.

Please stop any VRS program cuts and fulfill the mandate of the Americans with Disabilities Act (ADA) to provide deaf people with functionally equivalent telecommunications services.

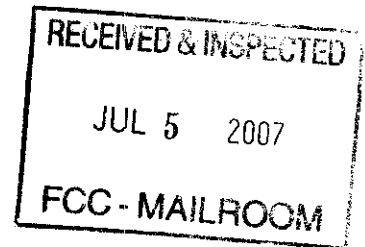
Thank you,

RE: CG Docket No. 03-123

Federal Communications Commission (FCC)

445 Twelfth Street SW

Washington, DC 20554



Dear Chairman Martin, Commissioners Adelstein, Copps, McDowell, and Tate:

I am a deaf person and I use Video Relay Service (VRS) to communicate. I was appalled to learn that the FCC staff is intent on drastically cutting the VRS rate, and effectively cutting VRS availability for the deaf. Instead of seeking to limit the number of deaf people with VRS access, the FCC should do everything in its power to make VRS available to more deaf people.

I, along with other Deaf individuals, use these services in both my work and personal life. It is an important way in which I/we communicate with both hearing and deaf individuals. I urge you to do everything you can to make VRS service available to the many deaf people who currently do not have access to this vital, life-changing service.

The VRS rate should encourage the VRS providers to:

- Serve more deaf people, not discourage them from reaching out to more deaf people
- Provide interpreter training programs so that there will be an adequate number of qualified interpreters for VRS and the local Deaf communities
- Provide service and technology improvements, such as the development of new videophone equipment, fulfilling the Americans with Disabilities Act (ADA) mandate of functionally equivalent telecommunications services

I, along with other deaf individuals, their families and coworkers, depend on VRS and other relay services.

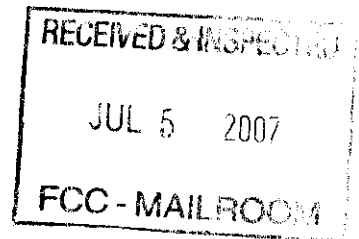
Please stop any VRS program cuts and fulfill the mandate of the Americans with Disabilities Act (ADA) to provide deaf people with functionally equivalent telecommunications services.

Sincerely,

A handwritten signature in cursive script that reads "Suzanne Reese".

May 07

Federal Communications Commission (FCC)
445 Twelfth Street SW
Washington, DC 20554



RE: CG Docket No. 03-123; TRS Fund—Drastic VRS Rate Cuts

Dear Chairman Martin,
Commissioners Adelstein, Copps, McDowell, and Tate:

I am a ^{hearing} person and I use Video Relay Service (VRS) to communicate. I was appalled to learn that the FCC staff is proposing a drastic cut to the VRS rate, and effectively cutting VRS availability for the deaf. Instead of seeking to limit the number of deaf people with VRS access, the FCC should do everything in its power to make VRS available to more deaf people.

I, along with other Deaf individuals, use these services in both my work and personal life. It is an important way in which I/we communicate with both hearing and deaf individuals. I urge you to do everything you can to make VRS service available to the many deaf people who currently do not have access to this vital, life-changing service.

The VRS rate should encourage the VRS providers to:

- Serve more deaf people, not discourage them from reaching out to more deaf people
- Provide interpreter training programs so that there will be an adequate number of qualified interpreters for VRS
- Improve service and technology so the mandate of the Americans with Disabilities Act (ADA) for functionally equivalent telecommunications services is met

I, along with other deaf individuals, their families and coworkers, depend on VRS and other relay services.

Please stop any VRS program cuts and fulfill the mandate of the ADA to provide deaf people with functionally equivalent telecommunications services.

Sincerely,

Signature

A handwritten signature in cursive script, appearing to read "Bethanie Kline", written over a horizontal line.

Printed Name

Address

City

State

Zip

Email

Bethanie Kline
237 W. 2nd N.
Smithfield
Utah
84305
bkok4u@msn.com